

Access to Eligibility
Support Services for Health, Nutrition, and
Child Care
Usage and Eligibility Results Report

As of December 31, 2013

ACCESS Report Summary

Am I Eligible¹

- **Self Assessments**

- Started to date: **1,089,163**
- Average started per month: **10,351²**
- Completed to date: **1,018,592**
- Average completed per month: **9,656²**

- **Households**

- Number of households found potentially eligible for at least one program: **998,9796**
- Percentage of households who completed the screener that were found potentially eligible for at least one program: **98%**

- **Am I Eligible at a Glance**

- Of the percentage of households found potentially eligible for FoodShare, the average FoodShare value is: **\$199.87**
- On average, it took between **15 to 20** minutes to complete a self assessment

- **Check My Benefits³**

- Number of MyACCESS accounts created: **880,206 (565,021 unique accounts)**

Source data: ACCESS

1. Cumulative total from August 2004 to present month.

2. Average over the last 3 months.

3. Cumulative total from September 2005 to present month.

ACCESS Report Summary (cont.)

Apply For Benefits¹ (AFB)

• Applications

- Started to date: **2,202,108**
- Average started per month: **29,502²**
- Submitted to date: **1,492,837**
- Average completed per month: **19,801²**
- Full applications: **1,454,473**
- Applications with just filing date: **38,364**
- Priority Service Eligible: **33%**

• Applications by Program

- FoodShare: **1,132,061**
 - Priority Service Eligible: **474,698**
 - Not Priority Service Eligible: **657,363**
- Health Care: **664,805**
- Family Planning Waiver: **331,948**
- Child Care: **1,571**

Source data: ACCESS and CARES

1. Cumulative totals from June 2006 to present.

2. Average over the last 3 months.

3. Cumulative totals from September 2006 to present

Report My Changes³ (RMC)

• Reports

- Started this month: **10,270**
- Submitted this month: **7,197**

Renew My Benefits

• Renewals

- FoodShare: **7,964**
- Health Care: **3,636**
- Family Planning Waiver: **1,233**
- Child Care: **895**

Six Month Report Forms (SMRFs)

• Submissions

- FoodShare Only: **5,907**
- Child Care Only: **964**
- Both FoodShare and Child Care: **6,871**

ACCESS Report Summary (cont.)

ACCESS Usage Statistics

- **Login**

- Total number of times users logged in to ACCESS: **186,646**
 - Percentage of ACCESS logins in Spanish: **0.34%**
- Total number of times users logged in to CMB: **168,620**
 - Total number of distinct users who logged in to CMB: **68,208**
 - Total number of repetitive CMB logins by users: **100,412**

- **Expired Applications**

- Total applications that expired this month: **5,577**
 - Percentage of expired applications that were Spanish applications: **1.09%**

- **Spanish**

- Households who completed AFB application in Spanish: **2.53%**
- Households who completed the change report in Spanish: **0.51%**
- Households who completed Screener in Spanish: **0.14%**

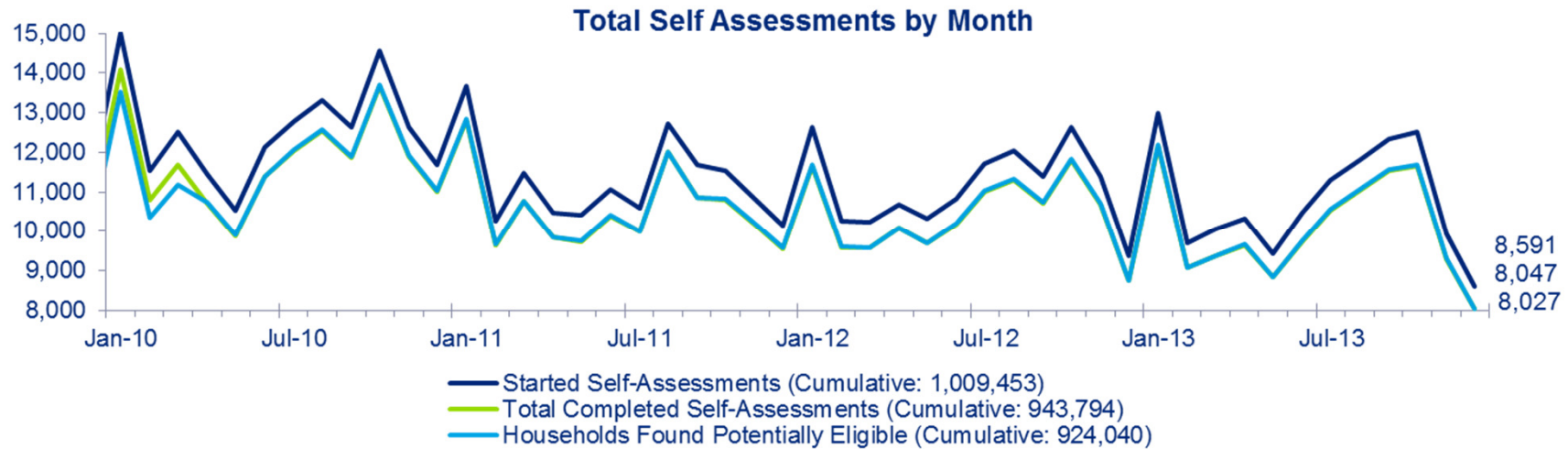
Source Data: ACCESS and CARES

1. Due to recent system changes, this number is currently unavailable.

Am I Eligible? (AIE)

Usage and Eligibility Results Report
As of December 31, 2013

AIE Self Assessment Statistics



Average self assessments started per month: **10,351**

Average self assessments completed per month: **9,656**

Notes:

August 2004 through November 2004 totals include the Family Medicaid and FoodShare Programs only.

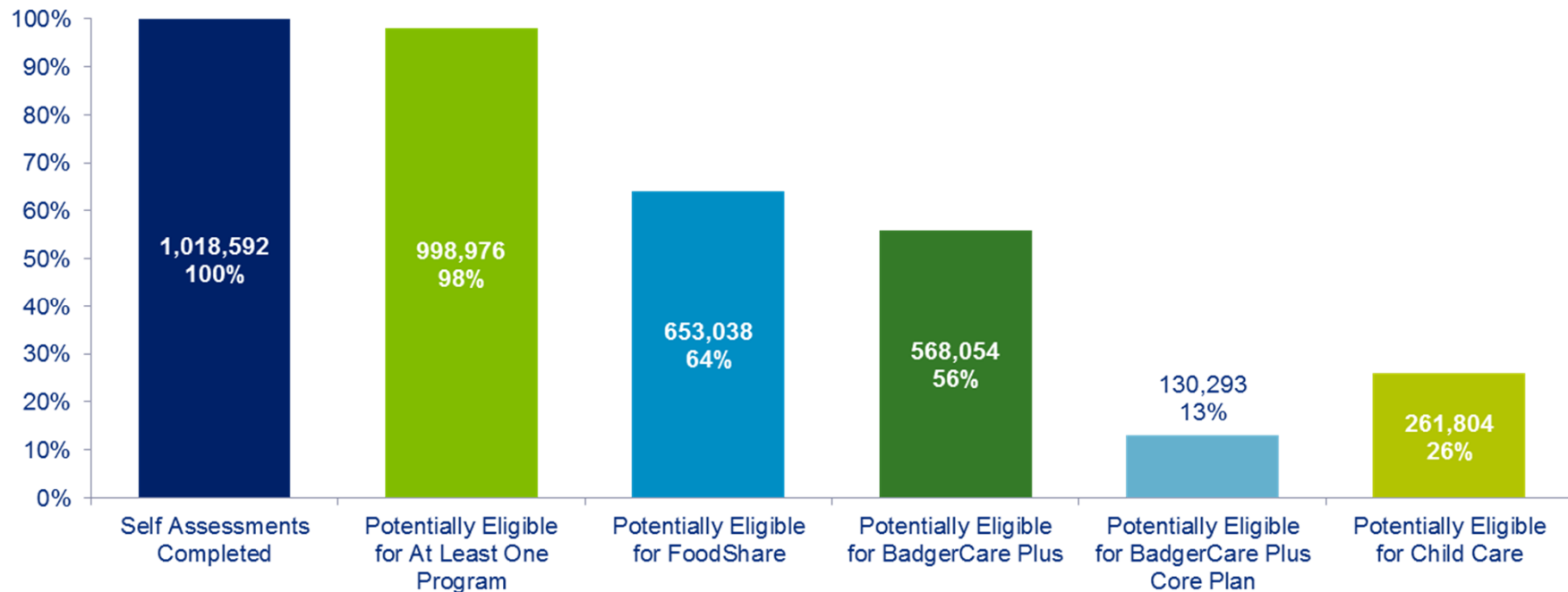
Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

Beginning in late January 2007, totals include the addition of WHEAP (Wisconsin Home Energy Assistance Program.)

As of January 2008, Family Medicaid and BadgerCare changed to BadgerCare Plus, Family Planning Waiver changed to Family Planning Waiver and EBD Medicaid changed to Medicaid.

Beginning January 23, 2010, totals include the addition of Child Care.

Households Found Potentially Eligible in AIE



Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$199.87**

Source data: ACCESS.

Notes:

The numbers include eligibility for BadgerCare Plus as of January 12, 2008.

See next slide for detailed eligibility breakdown.

Prior to January 11, 2008, the numbers included eligibility for Family Medicaid and BadgerCare.

The numbers include eligibility for BadgerCare Plus Core Plan as of June 13, 2009.

The numbers include potential eligibility for Child Care as of Jan. 23, 2010.

Potential Eligibility in AIE

	Date Available	November 2013	December 2013	Total to date
FoodShare	08/2004	66%	67%	64%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	50%	51%	56%
BadgerCare Plus Core Plan	06/2009	21%	22%	13%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	12%	13%	10%
Family Planning Waiver	12/2004	95%	95%	72%
Medicare Premium Assistance Program	12/2004	4%	4%	3%
Long Term Care	12/2004	1%	2%	1%
SeniorCare	08/2004	9%	7%	7%
Child Care	01/2010	46%	48%	26%
Women, Infant and Children (WIC)	12/2004	21%	21%	24%
School Meals/Summer Food Service	12/2004	49%	50%	56%
The Emergency Food Assistance Program (TEFAP)	12/2004	69%	70%	66%
Medicare Part D	07/2005	13%	12%	11%
Tax Credits	12/2004	67%	67%	68%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	77%	78%	60%
Life Insurance	01/2010	99%	99%	49%

AIE Usage by County/Tribe

County/Tribe	Count
Adams	4,321
Ashland	4,231
Barron	9,071
Bayfield	2,821
Brown	42,676
Buffalo	2,213
Burnett	2,452
Calumet	6,021
Chippewa	12,540
Clark	4,641
Columbia	10,101
Crawford	2,907
Dane	94,984
Dodge	14,828
Door	3,837
Douglas	8,319
Dunn	9,665
Eau Claire	22,234
Florence	769
Fond du Lac	16,051
Forest	1,864

County/Tribe	Count
Grant	8,562
Green	6,967
Green Lake	2,760
Iowa	3,641
Iron	1,254
Jackson	3,412
Jefferson	13,932
Juneau	6,647
Kenosha	34,747
Kewaunee	2,320
La Crosse	22,185
Lac Courte Oreilles	0
Lafayette	2,495
Langlade	2,991
Lincoln	4,717
Manitowoc	11,268
Marathon	22,999
Marinette	8,161
Marquette	2,855
Menominee	855
Milwaukee	181,884

Source data: ACCESS.

AIE Usage by County/Tribe (cont.)

County/Tribe	Count
Monroe	9,428
Oconto	10,463
Oneida	7,800
Outagamie	32,163
Ozaukee	10,675
Pepin	1,216
Pierce	6,153
Polk	8,427
Portage	13,187
Price	2,402
Racine	33,220
Richland	3,391
Rock	38,674
Rusk	2,944
Sauk	12,246
Sawyer	2,730

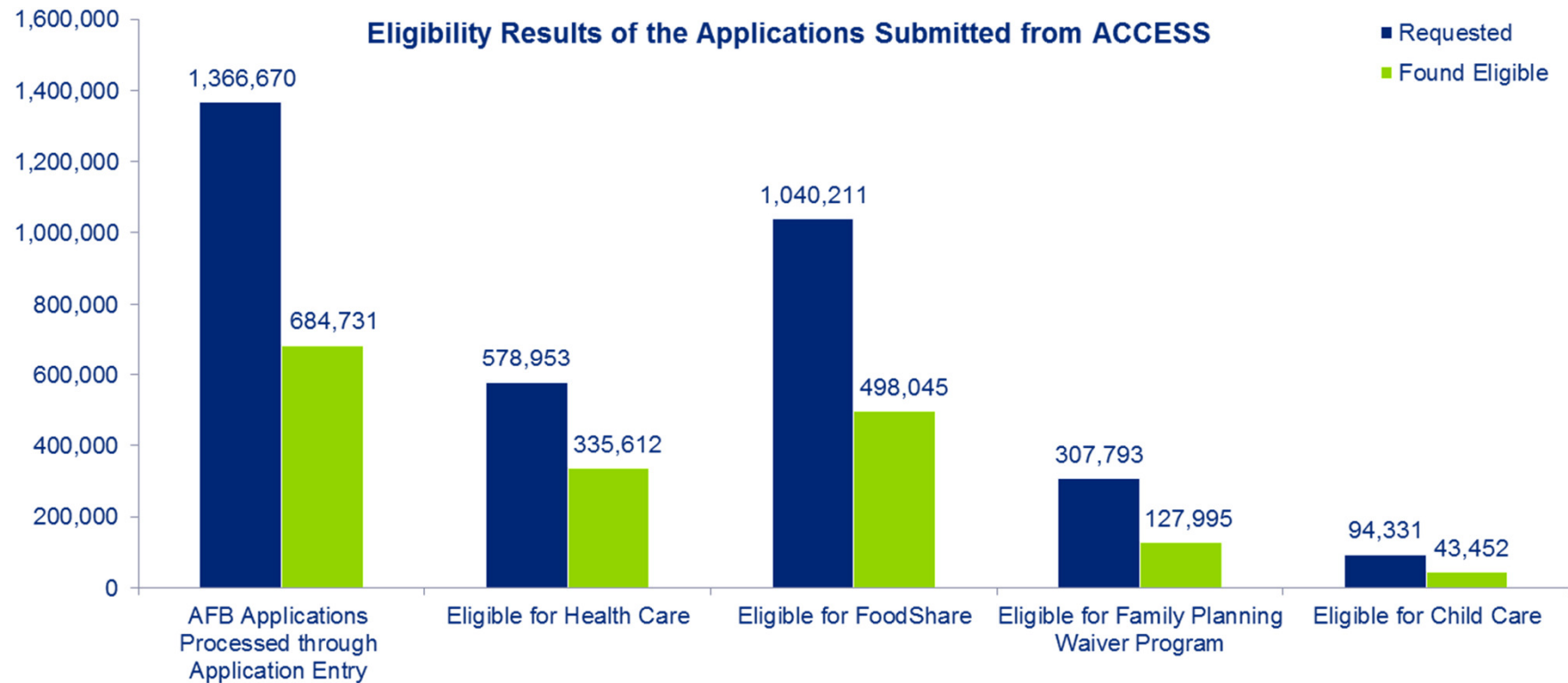
County/Tribe	Count
Shawano	7,171
Sheboygan	19,109
St. Croix	15,358
Taylor	2,760
Trempealeau	4,366
Vernon	4,798
Vilas	3,863
Walworth	19,145
Washburn	3,083
Washington	18,307
Waukesha	49,167
Waupaca	8,407
Waushara	4,030
Winnebago	28,725
Wood	15,348
Unknown	69,209

Source data: ACCESS.

Apply for Benefits (AFB)

Usage and Eligibility Results Report
As of December 31, 2013

CARES/AFB Eligibility Results



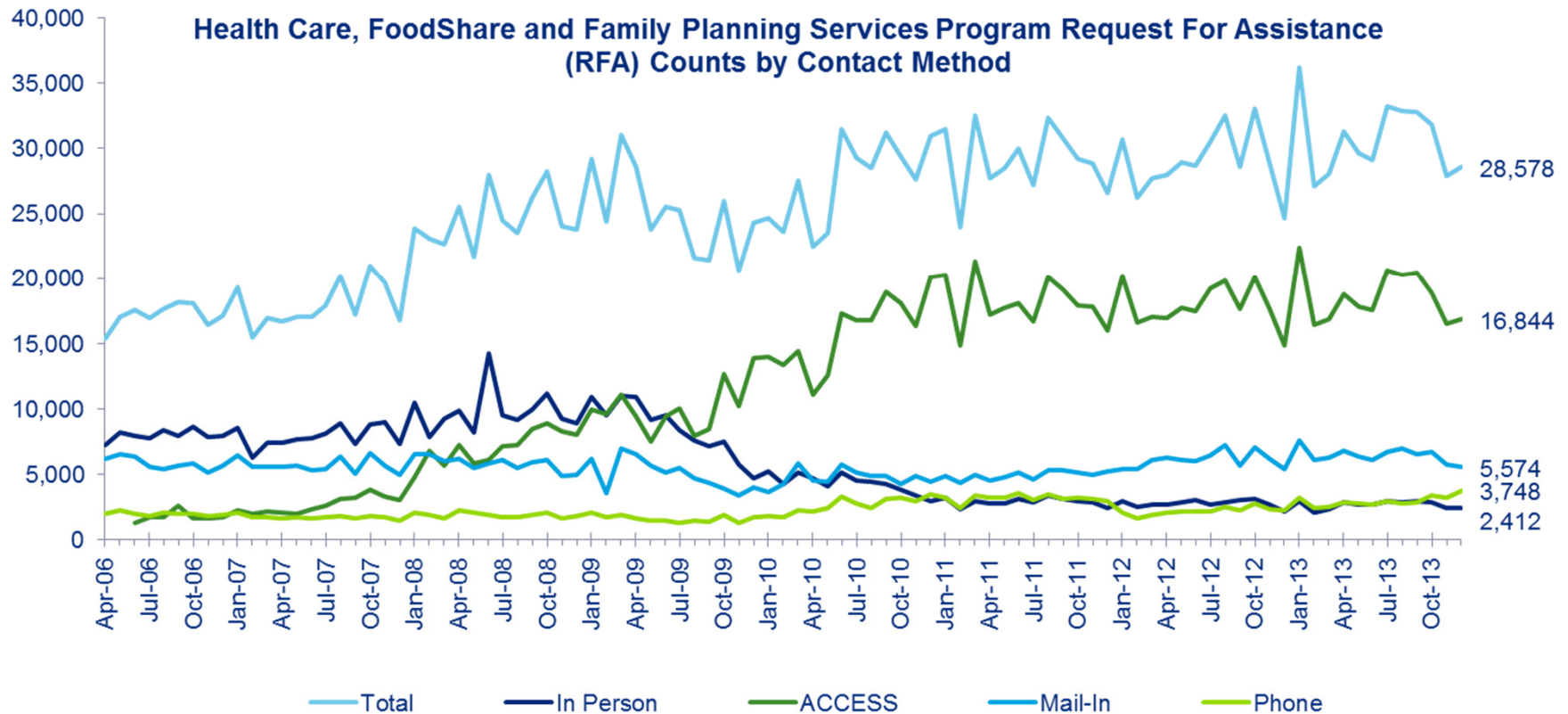
Source data: CARES.

Notes:

"AFB Applications Processed through Application Entry" indicates the number of ACCESS AFB applications for which the Application Entry process is complete for the case and eligibility has been run.

The Health Care bars include the following programs: BadgerCare Plus, Badger Care Plus Core Plan, Medicaid.

CARES RFA Information



Source data: CARES.

AFB Summary Information

- **Application Statistics**

- Started to date: **2,202,108**
- Average started per month: **29,502¹**
- Submitted to date: **1,492,837**
- Average completed per month: **19,801**
- Full applications: **1,454,473**
- Applications with just filing date: **38,364**
- Priority Service Eligible: **33%**
- Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **1,929**

- **Applications Submitted by Program**

- FoodShare: **1,132,061**
 - Priority Service Eligible: **474,698**
 - Not Priority Service Eligible: **657,363**
- Health Care: **664,805**
- Family Planning Waiver: **331,948**
- Child Care: **1,571**

1. Average over the last 3 months.

AFB Summary Information (cont.)

- **Help With Applications:**

- Applied at Community Access Point: **6.95%**
- Applied with the help of a friend or family member: **0.40%**
- Applied with the help of a staff person or volunteer at an agency: **0.62%**
- Authorized representative applied: **0.54%**
- Legal Guardian applied: **0.18%**
- Power of Attorney applied: **0.08%**

- **FoodShare Benefit Amount**

- Of those eligible for FoodShare, the average FoodShare value is: **\$228.25**

- **Answers to the FoodShare Interview Question**

- Number of applications that requested a phone interview: **260,699**
- Number of applications that requested an in person interview: **495,127**
- Number of applications that did not answer: **410,888**

AFB Summary Information (cont.)

- **Hardship Reasons**

- I am elderly, blind or disabled: **3.00%**
- I work during regular business hours: **10.76%**
- I have limited transportation or difficulty getting to the office: **13.99%**
- I have school or training during regular business hours: **3.68%**
- I am caring for another person in my household: **1.51%**
- I do not have child care: **5.29%**
- I am not comfortable going to the local agency: **3.12%**
- I am ill and unable to go to the local agency: **0.86%**
- There is severe weather in my area: **0.24%**
- Other: **3.06%**

- **BadgerCare Plus Core Plan Applications**

- Total Submitted Core Plan Applications: **0**
 - Submitted through Enrollment Services Center: **0**
 - Submitted through ACCESS: **0**
 - Submitted through Community Access Point: **0**

- **CWW Application Services tool Applications**

- Total AFB applications submitted through the CWW Application Services tool: **0**

ACCESS AFB Usage by County/Tribe

County/Tribe	# of Submitted Applications
Adams	2,900
Ashland	2,989
Bad River	243
Barron	8,649
Bayfield	1,659
Brown	42,963
Buffalo	1,142
Burnett	1,964
Calumet	5,151
Chippewa	8,562
Clark	3,118
Columbia	8,595
Crawford	2,310
Dane	88,692
Dodge	13,228
Door	1,832
Douglas	6,004
Dunn	8,450
Eau Claire	15,605
Enrollment Services Center	363,487

County/Tribe	# of Submitted Applications
Florence	620
Fond du Lac	16,248
Forest	712
Grant	6,185
Green	4,719
Green Lake	2,074
Ho-Chunk Nation	2
Iowa	2,270
Iron	483
Jackson	1,687
Jefferson	10,412
Juneau	4,956
Kenosha	39,985
Kewaunee	1,585
La Crosse	30,333
Lac Courte Oreilles	0
Lac du Flambeau	113
Lafayette	278
Langlade	1,665
Lincoln	2,359

Source data: ACCESS

ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Manitowoc	3,511
Marathon	10,080
Marinette	21,578
Marquette	6,927
Menominee	2,506
Menominee Tribe	822
Miles	294,154
Milwaukee	86,956
Monroe	5,571
Oconto	5,542
Oneida	6,410
Oneida Nation	510
Outagamie	25,473
Ozaukee	8,313
Pepin	584
Pierce	10,843
Polk	8,337
Portage	11,500
Potawatomi	23
Price	847

County/Tribe	# of Submitted Applications
Racine	40,020
Red Cliff	109
Richland	1,899
Rock	35,042
Rusk	2,526
Sauk	10,296
Sawyer	1,845
Shawano	6,167
Sheboygan	17,572
Sokaogon	95
St. Croix	14,858
St. Croix Tribe	5
State	2
Stockbridge-Munsee	140
Taylor	2,908
Trempealeau	3,221
Vernon	2,191
Vilas	2,322
Walworth	18,748
Washburn	2,055

Source data: ACCESS

ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Washington	14,267
Waukesha	41,216
Waupaca	7,719
Waushara	2,854
Winnebago	25,829
Wisconsin	1
Wood	14,213
Total (Submitted to date)	1,492,836

Source data: ACCESS

Check My Benefits (CMB) and Report My Changes (RMC)

Usage and Eligibility Results Report
As of December 31, 2013

MyACCESS Account Breakdown by County/Tribe (CMB/RMC)

County/Tribe	Count
Adams County	1,754
Ashland County	601
Badriver Tribe	160
Barron County	4,091
Bayfield County	325
Brown County	18,641
Buffalo County	250
Burnett County	1,307
Calumet County	2,269
Chippewa County	5,532
Clark County	604
Columbia County	4,068
Crawford County	1,318
Dane County	31,753
Dodge County	5,623
Door County	1,764
Douglas County	3,979
Dunn County	3,891
Eau Claire County	8,994
Enrollment Services Center	24,266
Florence County	175

County/Tribe	Count
Fond du Lac County	7,911
Forest County	277
Grant County	3,284
Green County	2,210
Green Lake County	1,283
Iowa County	1,386
Iron County	200
Jackson County	380
Jefferson County	5,673
Juneau County	2,348
Kenosha County	18,775
Kewaunee County	1,055
La Crosse County	20,214
Lac Courte Oreilles Tribe	44
Lac du Flambeau	326
Lafayette County	977
Langlade County	1,936
Lincoln County	850
Manitowoc County	4,968
Marathon County	9,836
Marinette County	3,667

Source data: ACCESS

MyACCESS Account Breakdown by County/Tribe (CMB/RMC) (cont.)

County/Tribe	Count
Marquette County	1,202
Menominee County	609
Menominee Tribe	0
Miles	148,430
Milwaukee County	33,437
Monroe County	884
Oconto County	2,777
Oneida County	3,235
Oneida Tribal Council	671
Outagamie County	10,728
Ozaukee County	4,062
Pepin County	138
Pierce County	2,397
Polk County	3,607
Portage County	5,176
Potawatomi	12
Price County	309
Racine County	19,481
Redcliff Tribe	154
Richland County	1,312

County/Tribe	Count
Rock County	16,036
Rusk County	487
Sauk County	4,862
Sawyer County	492
Shawano County	3,142
Sheboygan County	8,224
Sokaogon Tribe	70
St. Croix County	5,228
Stockbridge-Munsee Tribe	105
Taylor County	417
Trempealeau County	509
Vernon County	479
Vilas County	370
Walworth County	8,480
Washburn County	1,490
Washington County	7,577
Waukesha County	18,822
Waupaca County	4,381
Waushara County	1,667
Winnebago County	11,845

Source data: ACCESS

MyACCESS Account Breakdown by County/Tribe (CMB/RMC) (cont.)

County/Tribe	Count
Wisconsin (State level agency — CAPO)	2,010
Wood County	20,742
Total	565,021

Source data: ACCESS

Types of Changes Reported to Date Cumulative

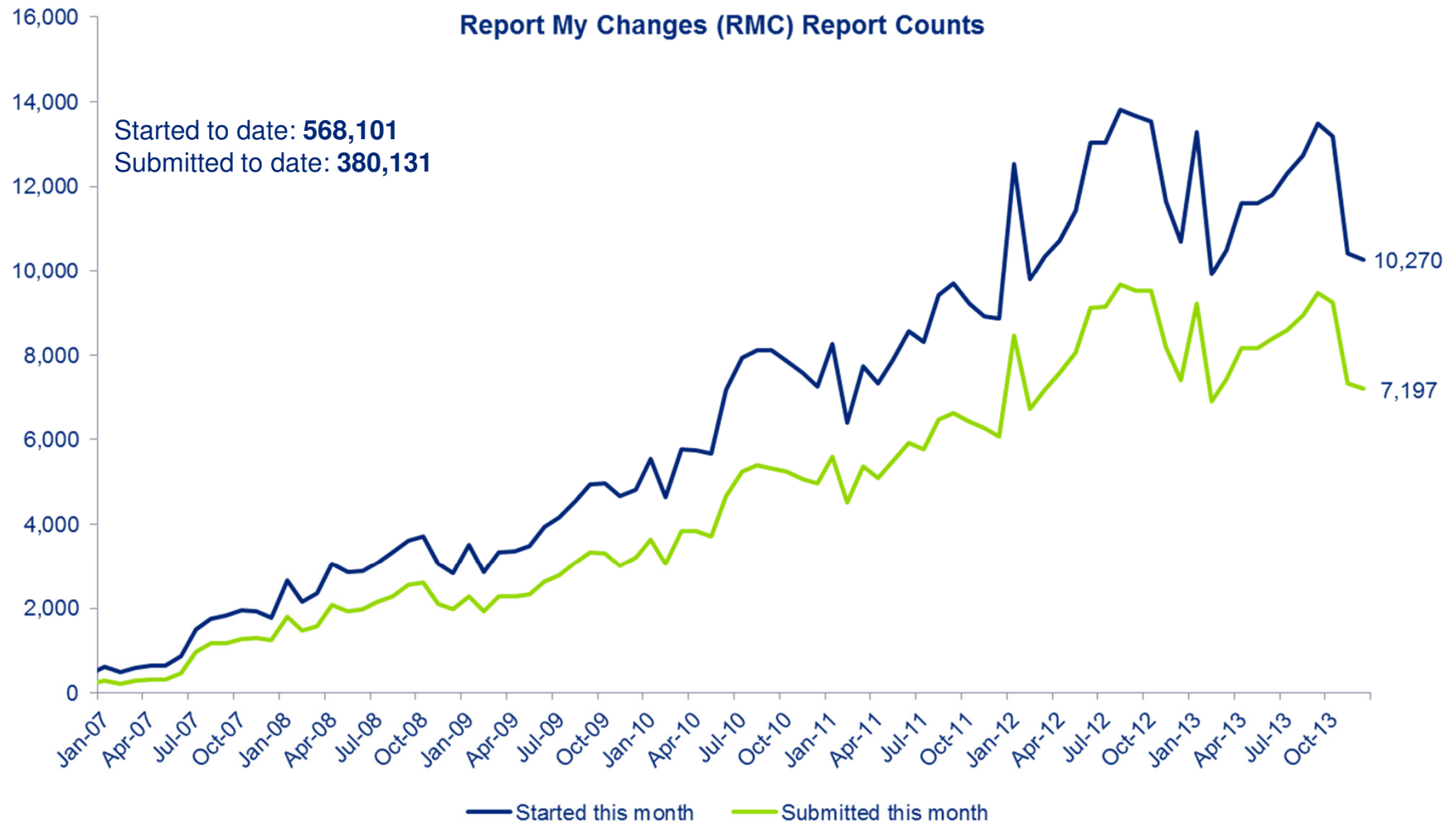
Change Type	Count
Change in address and/or phone number	138,085
Someone moved into household (person add)	37,425
Someone moved out of household	36,093
Someone died	784
Someone got married	6,316
Someone got divorced	636
Someone became pregnant	16,629
Someone's pregnancy ended	8,566
Someone became disabled	5,583
Someone started a type of job or employment	69,151
Someone changed a type of job or employment	39,178
Someone ended a type of job or employment	90,499

Change Type	Count
Someone started a type of unearned income	13,756
Someone changed a type of unearned income	20,542
Someone ended a type of unearned income	32,083
Someone added a new type of utility	110,466
Someone stopped paying a type of utility	13,055
Someone added a housing expense	36,833
Someone changed a housing expense	54,302
Someone ended a housing expense	10,945

1. These values are life-to-date counts

2. A single change report with multiple changes will be counted for each type of change in the table.

RMC Summary Information



RMC Usage by County/Tribe

County/Tribe	Count
Adams County	1,466
Ashland County	332
Badriver Tribe	28
Barron County	2,321
Bayfield County	142
Brown County	15,167
Buffalo County	176
Burnett County	682
Calumet County	1,370
Chippewa County	3,693
Clark County	711
Columbia County	2,831
Crawford County	865
Dane County	24,865
Dodge County	4,367
Door County	760
Douglas County	1,843
Dunn County	2,438
Eau Claire County	4,981
Enrollment Services Center	23,796

County/Tribe	Count
Florence County	46
Fond du Lac County	5,662
Forest County	142
Grant County	1,634
Green County	1,239
Green Lake County	597
Iowa County	798
Iron County	70
Jackson County	275
Jefferson County	3,031
Juneau County	1,722
Kenosha County	11,940
Kewaunee County	524
Lac du Flambeau Tribe	9,881
La Crosse County	3
Lac Courte Oreilles Tribe	75
Lafayette County	440
Langlade County	827
Lincoln County	547
Manitowoc County	3,005

1. These values are life-to-date counts.
Source data: ACCESS

RMC Usage by County/Tribe (cont.)

County/Tribe	Count
Marathon County	6,754
Marinette County	1,881
Marquette County	678
Menominee County	221
Menominee Tribe	0
Miles	97,425
Milwaukee County	31,229
Monroe County	1,501
Oconto County	2,067
Oneida County	1,582
Oneida Tribal Council	277
Outagamie County	9,880
Ozaukee County	2,771
Pepin County	110
Pierce County	1,390
Polk County	1,953
Portage County	2,983
Potawatomi	0
Price County	122
Racine County	13,246

County/Tribe	Count
Red Cliff Tribe	39
Richland County	802
Rock County	12,024
Rusk County	227
Sauk County	4,202
Sawyer County	334
Shawano County	2,116
Sheboygan County	5,383
Sokaogon Tribe	14
St.Croix County	3,988
State Level Agency — CAPO	0
Stockbridge-Munsee Tribe	30
Taylor County	147
Trempealeau County	511
Vernon County	477
Vilas County	261
Walworth County	7,772
Washburn County	856
Washington County	4,390
Waukesha County	11,372

1. These values are life-to-date counts
Source data: ACCESS

RMC Usage by County/Tribe (cont.)

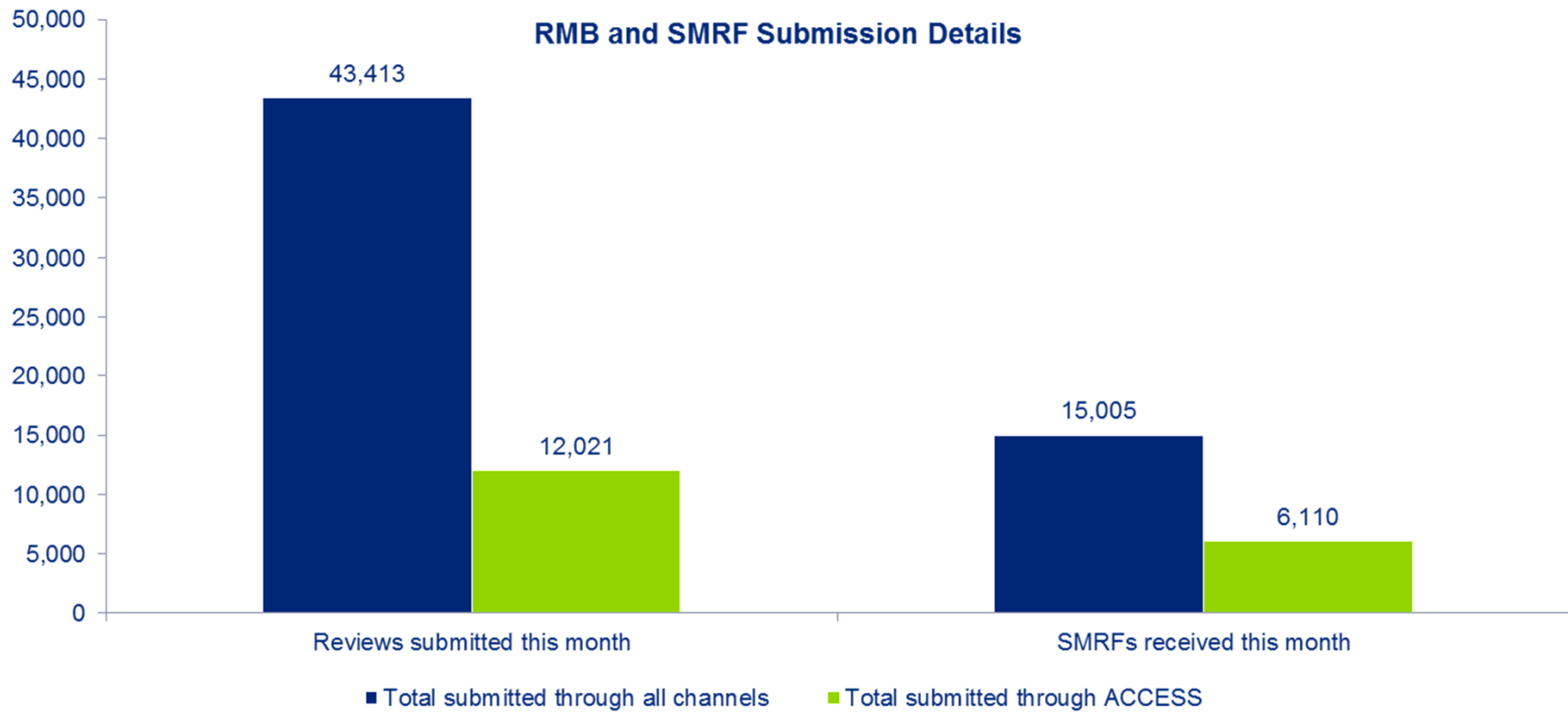
County/Tribe	Count
Waupaca County	3,091
Waushara County	896
Winnebago County	8,178
Wood County	11,421
Wisconsin	9
Manually Processed	230
Total	390,132

1. These values are life-to-date counts
Source data: ACCESS

Renew My Benefits (RMB)

Usage and Eligibility Results Report
As of December 31, 2013

RMB Usage



RMB/SMRF Summary Information

- **Renewal Statistics**

- Submitted to date: **585,788**
- Average completed per month: **12,464¹**

- **Renewals Submitted by Program**

- FoodShare: **7,964**
- Health Care: **3,636**
- Family Planning Waiver: **1,233**
- Child Care: **895**

- **SMRF Statistics**

- Submitted to date: **193,999**
- Average completed per month: **6,301¹**

- **SMRFs Submitted by Program**

- FoodShare Only: **5,146**
- Child Care Only: **203**
- Both FoodShare and Child Care: **761**

1. Average over the last 3 months.

ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Adams County	1,134	560
Ashland County	592	142
Badriver Tribe	70	29
Barron County	3,085	1,216
Bayfield County	395	38
Brown County	12,443	5,657
Buffalo County	248	41
Burnett County	1,174	430
Calumet County	1,978	569
Chippewa County	6,439	1,644
Clark County	1,197	132
Columbia County	3,863	1,287
Crawford County	1,073	306
Dane County	24,147	10,703
Dodge County	3,892	1,784
Door County	1,348	502
Douglas County	3,550	1,347
Dunn County	3,456	1,129
Eau Claire County	8,668	2,738
Enrollment Services Center	50,309	8,299

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Florence County	103	15
Fond du Lac County	8,538	2,376
Forest County	265	87
Grant County	3,186	812
Green County	1,922	706
Green Lake	865	331
Iowa County	1,369	418
Iron County	225	37
Jackson County	405	54
Jefferson County	6,331	1,735
Juneau County	2,066	794
Kenosha County	15,934	6,534
Kewaunee County	861	343
La Crosse County	18,514	5,782
Lac Courte Oreilles Tribe	4	1
Lac du Flambeau Tribe	212	85
Lafayette County	868	267
Langlade County	1,740	504
Lincoln County	1,039	186
Manitowoc County	3,670	1,482

1. These values are life-to-date counts.
Source data: ACCESS.

ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Manually Processed	55	21
Marathon County	7,887	3,036
Marinette County	2,498	1,007
Marquette County	918	404
Menominee County	449	179
Menominee Tribe	0	0
Miles	187,303	60,129
Milwaukee County	34,092	15,618
Monroe County	1,488	221
Oconto County	2,108	791
Oneida County	2,855	808
Oneida Nation	276	170
Outagamie County	6,774	3,051
Ozaukee County	4,376	1,162
Pepin County	147	24
Pierce County	1,899	608
Polk County	3,006	1,011
Portage County	4,790	1,472
Potawatomi	6	1
Price County	288	43

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Racine County	13,135	6,855
Red Cliff Tribe	74	34
Richland County	882	401
Rock County	15,146	5,448
Rusk County	402	68
Sauk County	4,669	1,690
Sawyer County	609	151
Shawano County	2,510	933
Sheboygan County	7,029	2,834
Sokaogon Tribe	30	10
St. Croix County	4,529	1,412
Stockbridge-Munsee Tribe	38	15
Taylor County	429	64
Trempealeau County	905	98
Vernon County	808	104
Vilas County	553	63
Walworth County	9,831	3,271
Washburn County	1,400	521
Washington County	8,268	2,186
Waukesha County	20,784	5,065

1. These values are life-to-date counts.
Source data: ACCESS.

ACCESS RMB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Waupaca County	4,224	1,035
Waushara County	1,155	464
Winnebago County	9,017	3,869
Wisconsin (state level agency — CAPO)	0	0
Wood County	20,978	6,551
Total (submitted to date)	585,798	194,000

1. These values are life-to-date counts
Source data: ACCESS